

**SCHOOL NO. 4401 - KATANDRA WEST**

Policy Statement: **MANAGEMENT**

886 – Concerns

Responsibility: Principal

**This Policy was last ratified by School Council in 2015.**

Concerns and Complaints

Summarise school values : providing a safe and supportive learning environment

Building r/s with students, parents and staff

Providing a safe work environment for all staff

Procedure: Covers the following:

- general issues of student behaviour that are contrary to the school's code of conduct
- incidents of bullying or harassment in the classroom or the school yard
- learning programs, assessment and reporting of student learning
- communication with parents
- school fees and payments
- general administrative issues
- any other school-related matters except as detailed below.

Process:

Principal determines appropriate process either by using

School procedures initiated where the issue is either Resolved, dismissed or addressed

Or RO will be consulted to address complex complaints

Expectations

KWPS expects that a person raising a complaint will:

- do so promptly, as soon as possible after the issue occurs
- provide complete and factual information about the concern or complaint
- maintain and respect the privacy and confidentiality of all parties
- acknowledge that a common goal is to achieve an outcome acceptable to all parties
- act in good faith, and in a calm and courteous manner
- show respect and understanding of each other's point of view and value difference, rather than judge and blame
- recognise that all parties have rights and responsibilities which must be balanced.

The school will address any concerns of complaints received:

- courteously
- efficiently
- fairly
- promptly, or within the timeline agreed with the person with the concern or complaint
- in accordance with due process, principles of natural justice and the Department's regulatory framework.

When raising concerns or complaints:

The complainant should telephone, visit or write to:

- the student's teacher or home group teacher about learning issues and incidents that happened in their class or group
  - the year level coordinator if students from several classes are involved
  - the assistant principal about issues relating to staff members or complex student issues
  - the principal about issues relating to school policy, school management, staff members or very complex student issues.
- If in doubt of who to contact, the issue should be brought to the attention of the Principal.

Supports

Complainants can seek the services of an advocate when they feel they are unable to express their concern clearly. An advocate can be a friend or someone who is available through an appropriate support organisation who does not receive a fee for service.

All parties involved in addressing a complaint may seek the services of a mediator when there is difficulty coming to an agreement.

### Management of Complaints

KWPS will:

The school will make every effort to resolve concerns and complaints before involving other levels of the Department.

The school will give a complainant a copy of its complaints procedures.

The school will determine whether a concern or complaint should be managed through the school's concerns and complaints process or through other complaints processes of the Department.

All complaints will be noted and acted on promptly by the staff member who receives the complaint.

The school will acknowledge all complaints made in writing. It will provide the complainant with a timeline for investigating the complaint.

Concerns and complaints about general school matters (such as the timing of events, school policies and facilities) will be addressed by the principal or a relevant staff member.

The school will make every attempt to resolve a concern or complaint as quickly as possible. If your complaint involves many students and a range of issues, the school will need more time to investigate and resolve it.

Should the complaint involve complex issues, the school might need to take advice from the Department's regional office which may take more time. The school will tell the complainant the new timeline for addressing the complaint and the reasons for any delays. In all cases, the school will try to resolve a concern or complaint within 20 school days.

### Remedies

If a concern or complaint is substantiated in whole or part, the school will offer an appropriate remedy. For example, at its discretion and depending on the circumstances, the school might offer:

- an explanation or further information about the issue
  - mediation, counselling or other support
  - an apology, expression of regret or admission of fault
  - to change its decision
  - to change its policies, procedures or practices
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If a person with a concern or complaint is not satisfied with the outcome determined by the school, they should contact the Department's appropriate regional office.